

Minimum Requirements for Maintenance Agreement for Scanning Electron Microscope

- The agreement shall be for 1 year of service for Code 541's SUPRA 50VP Field emission Scanning Electron Microscope, S/N SU50VP-2359. The Period of Performance shall be May 1, 2015 through April 30, 2016.
- The maintenance agreement shall provide for the repair or replacement of scanning electron microscope components that fail to operate or fail to meet performance specification(as specified by the manufacturer, Carl Zeiss Microscopy) as a consequence of normal use.
- The agreement shall include Priority telephone support to diagnose system failures (return calls within 24 hours of initial call from Code 541).
- The agreement shall include all replacement parts for system components diagnosed as failed.
- The agreement shall include all required on-site service.
- All labor charges and travel related expenses for required on-site service shall be covered by the maintenance provider.
- The agreement shall include One Preventative Maintenance and Calibration visit.
- The agreement shall include one replacement of the electron beam emitter (field emission tip).
- The agreement shall include a field service report or the equivalent shall be provided for each visit associated with maintenance.
- All scheduled and emergency service shall be performed during the hours of 8 am-5 pm, Monday through Friday.
- All software updates when available. These updates must be original manufacturer software.
- Service engineers must be trained by the original manufacturer of the scanning electron microscope to perform service on a Carl Zeiss Field Emission Scanning Electron Microscope, Model SUPRA 50VP. The provider must provide written evidence that their service engineers are qualified to perform service on Code 541's SUPRA 50VP Field emission Scanning Electron Microscope.